

For Commission Use Only:

Case:

03-0409

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint):

Ian Wennerstrom

Against (Utility name):

Peoples Gas (Energy)

As to (Reason for complaint)

A refund

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

PO Box 5488, Chicago IL 60680

The service address that I am complaining about is

9115 S. Mackinaw

My home telephone is

(312) 410-0007

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(312) 410-0007

(Full name of utility company)

Peoples Energy

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

280.75, 280.80, 280.90, 280.100

ILLINOIS
COMMERCE COMMISSION
2003 JUN 23 A 9:27
CHIEF CLERK'S OFFICE

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Before This case was closed, it was complaint # 2002-345765

Please see attached paper

Please clearly state what you want the Commission to do in this case:

Refund all late/penalty fees for all properties, refund entire amount for unit that was falsely billed to me (9115 S. Mackinaw #2), and remove any and all negative marks on my credit. This refunded amount should be with interest.

Date: 6/16/03
(Month, day, year)

Complainant's Signature Jan Wenneiston

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

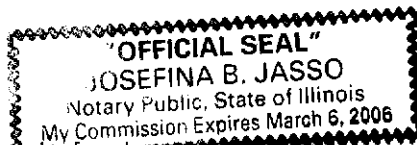
A notary public must witness the completion of this part of the form.

I, Jan Wenneiston, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Jan Wenneiston

Subscribed and sworn/affirmed to before me on (month, day, year) 6-16-2003

Josefina B. Jasso
Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.

Complaint # 2002-345965

- 1) One day, out of nowhere, Peoples Energy sent me a bill for over \$1500.00. When they finally got around to explaining the charges, those charges were incorrect. In addition, one of the building units they charged me for didn't even have a meter, resulting in me being fraudulently charged.
- 2) After going back and forth with Peoples ~~Gas~~^{Energy} through the ICC, as Peoples Energy was completely uncooperative when I ~~de~~^{was} dealing with them directly, I was forced to pay an amount of over \$3300.00 in order to refinance a building (The bank required Peoples Energy to be satisfied in order to fund the loan).
- 3) When Peoples Energy finally admitted that their numbers were incorrect, they were only willing to refund the unit that didn't have a meter on it and refused to refund the hundreds of dollars in penalty and interest charges I was accruing on the remaining buildings while I had to wait for them to drag their feet to tell me I owed an amount that was incorrect. Moreover, the building with the missing gas meter is and has been vacant and they continued to give false estimated bills on that property to drive the amount of refund they owed me to a smaller dollar amount.